

Positive/Negative	Branch	Comment	Notes
Positive	Appaloosa	<p>The drive through window is such a wonderful thing for us old people! You just place your hold online, pop over, and you're all done! Thank you for the service.</p> <p>Transcribed by bc/app at the window</p>	<p>Larsen, Sky (4/28/2022 11:21 AM):</p> <p>Noted with pleasure. (Sky Larsen)</p>
Postive	Civic Center	<p>The unexpected help and patience were more than I could ask for.</p> <p>Thank you so much.</p> <p>Never having to set up a phone before like this was more than I could handle without Terrence!</p>	<p>Jones, Erin (5/3/2022 10:04 PM):</p> <p>Noted and shared with staff member and Lead Librarian, Adult Services.</p>
Negative	Appaloosa	<p>This comment was left on a yellow comment card inside the library on 4/20/22.</p> <p>"We often visit all Scottsdale Libraries. We love Appaloosa for many reasons: the staff, setting of the building, access to many books and materials. We hope the library will bring back the financial publications: IBD and Barron's. It is a main occupation for retirees, to keep their minds sharp studying money and keep making money."</p>	<p>Larsen, Sky (4/26/2022 12:25 PM):</p> <p>I called (patron) and thanked him for his kind words about the staff and building. I shared that these publications are currently available at both Mustang and Civic Center. He was aware of this, but prefers to visit Appaloosa. I told him that I had given his input to our Materials Selector and that adding these publications to the Appaloosa subscriptions would be considered as we plan for our new fiscal year which begins on July 1st. He thanked me for the call. (Sky Larsen)</p>
Negative	Books to Go structure at at East San Jacinto and North 86th Street	<p>The latch for the book box on the northeast corner of 86th Street and San Jacinto has fallen off. The hook on the door is still attached, but the little block of wood with the eye screw for the latch has fallen to the ground. Please repair before the wind and rains come and damage the books in the box. Thank you.</p>	<p>After looking into this we discovered this was not a Library owned location. We were not able to contact the patron to let them know because they didn't leave any contact information.</p>
Positive	Civic Center	<p>Alexis was so helpful + kind today. I'm from out of town + she helped me feel right at home.</p> <p>I'm grateful for her assistance today!</p>	<p>Jones, Erin (5/3/2022 10:02 PM):</p> <p>Noted and shared with employee.</p>

Positive	Civic Center	<p>Anthony at the reference desk went out of his way to help find more information about the really neat fiber arts exhibit currently showing at the library. He even wrote down a couple of websites and came over to hand them to me at the DVD racks, after we'd had our initial conversation.</p> <p>Thank you, Anthony!</p> <p>Carol Fader</p>	<p>Jones, Erin (5/3/2022 10:00 PM):</p> <p>Noted and shared with staff member and Lead Librarian, Adult Services.</p>
Negative	Civic Center	<p>Would it be possible to put markers in the study room for the whiteboards?</p>	<p>Noted. We have sets of dry erase markers and erasers that we will provide to patrons at their request. We have found that if we leave them in the rooms at all times they are taken home with patrons.</p>
Negative	Civic Center	<p>When are we going to free up more Internet PCs? Aren't we doing pretty well these days with COVID?</p>	<p>This is in progress. At Civic Center Library we will be opening up an additional 2 PCs in each grouping of 6, which will double the number of public PCs we have available to the public in the main reading room, while still allowing for some spacing of patrons between computers.</p>
Negative	Arabian	<p>Patron called the Library Help Line. After reviewing the list of program offerings, whether they required registration or a ticket to attend, and the site for the events, the patron expressed her displeasure that so many were scheduled at Civic Center Library. She stated that the library system was discriminating against patrons who live elsewhere in Scottsdale and especially those who are near Arabian Library. The patron noted that many of her friends feel the same way.</p>	<p>Stacie took the call on the Library Help Line. She shared the current programming offerings at Arabian and explained that Civic Center has the facilities to present more programs than the smaller branches. Stacie thanked the patron for her comments and said she would refer the issue to the supervisors. I was present for part of the call and Stacie politely and professionally responded to the patron's questions</p>

			and concerns. Her explanation of the amount of programs scheduled at Civic Center involved both the space and staffing available to support the efforts.
	Book Club to Kits	Please add more books with larger print, not necessarily large print. And add more title to collection. Submitted on behalf of patron. LM/cc	Jones, Rebekka (5/2/2022 12:54 PM): Book club kits are typically refreshed in the summer if budget allows. We will consider these suggestions. Rebekka Jones
Negative	Mustang	I have used online check outs for overdrive for years; renewed my card recently. Read yesterday, this morning refused to connect, problem with card number What changed and why.? How can I fix remotely? Thanks	Zick, Medina (4/14/2022 9:49 AM): Called patron and reset pin. Card is now working.
Negative	Civic Center	Is there a reason that the gallery event for Jan - March is showing? What is the current gallery showing?	Riley, Erin (4/13/2022 12:54 PM): The comment came in before the official start of the new exhibit on 4/13. Patron contact details not included, so no way to contact. Website will be updated by library and scrolling video on the Gallery wall will be updated, as usual, by Public Art. Brittany Arnold, the liaison there has been contacted and has confirmed that the update will be showing soon.
Positive	Civic Center	The cloth arts installation is great...enjoyed it.	will pass this positive comment along the Public Art team.

Negative	Civic Center	Hi, I love all of the Scottsdale libraries and frequently go to Mustang using the driveway. I ended up going inside and the Children's section the other day and it is cold and seems empty. There were not many shelves of books. Not a great selection of books either or anything about Easter. The toys that used to be in there pre covid are gone. There is nothing warm or joyful about that section. No building blocks or quiet toys. Nowhere cozy to sit or fun pictures on the walls. I like to browse the childrens books while my daughter plays with blocks and there is nothing in there. The puppets are gone. If I need kids books I take my children to Civic Center or use the drive through. Children should feel welcome and enjoy the library. This section needs some warmth added to it!	Noted. Patron did not provide contact information or request follow up. Manipulatives are coming back May 1st to all locations. Civic Center will also return to activities for school aged children in the Discovery Zone. The completion of the Sky Room and anticipated addition of an Youth Room entrance from the Plaza and flooring replacement should really enhance the space.
Neutral	Civic Center	Please pull Ray Donovan off the reserve shelf for Anne Shafroth. No longer wanted. Thanks	Cancelled patron's hold.
Negative	Civic Center	Longer hrs on weekends would be appreciated.	Jones, Erin (4/11/2022 12:11 PM): Noted. Patron did not request follow up or provide contact information.
Positive	Appaloosa	Drive-up window patron shared his thanks for the continuous excellent service he receives "with every staff interaction throughout very difficult times and many changes during the pandemic. You have done an incredible job for the community."	Larsen, Sky (4/11/2022 11:50 AM): Noted with pleasure. (Sky Larsen)

Negative	other	<p>I'm wondering if it might be possible for you to have your search engine return results in an order which prioritizes subject search terms as they were input. For example, a search of "art history" returns several results for Scottsdale city employees as well as items that have little or nothing to do with art history. Even better would be a system that actually returns items relating specifically to art history, rather than anything that has the letters "art" and "history" in them regardless of the context or order. A quick search of the term in other library web sites indicates that this is indeed possible. Using your search engine in the past has been frustrating to say the least.</p>	<p>Carrico, Mandy (4/11/2022 12:58 PM):</p> <p>Good afternoon, Thank you for your comment regarding the library search engine and your recent troubles looking for item related to art history. I tried to recreate the issue you were describing but I was unable to. If you are doing this search from home, could you please send me a link of the search engine you were using? If you are doing this at the library, please do alert a staff member so they can assist you and see the issue firsthand.</p> <p>When I searched our catalog with the term "art history," several items about art history came up. Here is the link to the catalog search (which is the default search field on our library website):</p> <p>Library Catalog</p> <p>If you switch the search field to search our library website instead, you get programs and resources that contain the words "art" and "history" that we published on our website.</p> <p>Library website search</p> <p>If you are searching elsewhere, I would need to know what engine you are using to help figure out how to make the results more relevant. Please do send me that info if you'd like to look further than the links I sent and I'll see</p>
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			<p>what I can do. Thank you!</p>
Negative	Mustang	<p>Entered from a comment card at Mustang on 4/8/22.</p> <p>I would like to borrow music CDs from time to time but I find it very troublesome accessing them as they are very low to the ground and the shelving does not pull out to see what is hidden in the back.</p>	<p>Zick, Medina (4/9/2022 3:56 PM):</p> <p>No response requested. Our shelving is not ideal, however, it is not in our budget to upgrade our CD shelving. I will investigate this further, to see if there is anything we can do to make the lower shelves a little bit easier to access.</p> <p>Thank you.</p>
Negative	Mustang	<p>From a comment card at Mustang on 4/5/2022.</p> <p>Placing holiday books together so you can easily find all the books in one place rather than throughout the children's section.</p>	<p>Zick, Medina (4/9/2022 3:59 PM):</p> <p>No response requested. I will share this with your Youth Services staff. We have had the holiday collection shelved separately in the past but currently have it interfiled in the regular collection with holiday stickers to make it easy for</p>

			<p>staff/patrons to access.</p> <p>Thank you.</p>
Neutral	All Scottsdale Libraries	<p>Hello</p> <p>I'm a volunteer with the Tender Little Hearts and Mini Tales charity organization. We're wondering if you might be interested in partnering with charity for some special Family Time reading events. We have three miniature therapy horses who we bring out (they're house broken) to visit with children who are starting to read at bookstores, hospitals and libraries. The kids bring a favorite book and sit with the mini horses and read them their story. This gives the children more confidence in their reading abilities. The minis don't judge and each mini's handler asks the child about questions about the book and tells them words of encouragement. The children sign up for this ahead of time online. We recently did this at the Fountain Hills library and it was a great success. Please let us know if you'd be interested.</p> <p>Thank you.</p> <p>Regards</p> <p>(Volunteer Name)</p>	
Negative	All branches selected	<p>It would be really wonderful to have copies of Nobody Rides the Unicorn at all the locations</p> <p>its a glorious picture book for kids by Adrian Mitchell</p>	<p>Jones, Rebekka (4/8/2022 3:04 PM):</p> <p>Patron did not request contact. Title requested is out of print.</p>
Negative	Civic Center	<p>Consider the movie Power of the Dog for Monday afternoon film schedule</p>	<p>Jones, Erin (4/8/2022 2:00 PM):</p> <p>Noted. Shared suggestion with Adult Services Coordinator and staff member who oversees Film Series.</p>

Negative	Phone service	I have called the 480-312-7323 number 3 times to cancel a hold, each time they send me into an endless loop. They never answer the phone. After 4 tries they hang up on you! HORRIBLE CUSTOMER SERVICE!	Called patron back and spoke to her about the issues with the Call Center Line. I cancelled her hold and let her know that if she has problems getting through, she can also submit her question from Ask-A-Librarian.
Negative	Civic Center	<p>From a yellow comment card at Civic Center Library:</p> <p>Now that the pandemic is effectively over, why can't you open more computer terminals and allow longer times?</p> <p>The few terminals you have open severely restricts people's ability to do substantive work.</p>	<p>Jones, Erin (4/8/2022 1:57 PM):</p> <p>Good Afternoon,</p> <p>Thank you for taking the time to share your feedback about public computer access during your recent visit to Civic Center Library. As a covid safety measure we reduced the number of available computers at all of the Scottsdale Public Libraries to encourage social distancing when Civic Center Library re-opened in June 2020. In addition, time allowed on the computers was also limited to just one hour as a safety measure. As vaccines became available and safety guidance shifted, Library Management has continually reviewed our programs and services. In June 2021 the computer time limit was removed to increase access to the public computers. Currently, library patrons have 1 hour on a computer and the option to extend their computer time an unlimited number of times as long as no other patrons are waiting for a computer. Library</p>

			<p>Management has recently re-evaluated and we are moving towards opening up additional computer terminals as you suggested in your comment so you should soon see more stations available for use at Civic Center Library.</p> <p>Thank you again for taking the time to share your comment. We value the feedback of library patrons to help us continually improve library services, programs, and collections.</p>
Negative	Civic Center	<p>What happened to this library- like a mental hospital, where's the security? We ignore the elephants in the room. Homeless with B.O., crazies on their phones, louder conversations (illegible) f-bombs + fighting on phones, (illegible) woman with more (illegible) + (illegible) wandering around looking lost + angry. like a circus I know 2020, 2021 sucked but 2022 looking worse for 2+ years guy wearing blue jacket + brown cap on three computers 8+ hours a day because has 3 library cards abusing time system, yet staff (illegible) has (illegible) will (illegible) 10-7 (illegible) summer of 2020.</p> <p>(illegible) Disappointed</p> <p>Need to take action!</p>	<p>Noted. Patron did not leave contact information or ask for follow up.</p>

Negative	Arabian	<p>Please bring back the used book department. We really used it constantly. It must generate some additional funds as well.</p>	<p>Aikin, Louisa (4/5/2022 2:43 PM): Emailed patron: Hello, (Patron)!</p> <p>Thanks so much for your comment about the Library Shop at Arabian Library.</p> <p>I'm so glad to read that you've found it useful in the past and we're looking forward to offering the service again.</p> <p>As conditions related to COVID-19 begin to improve, we're hopeful that our volunteers will be able to return to help process the library shop materials.</p> <p>In the meantime, please consider visiting the shops at Mustang and Civic Center libraries, which are now open.</p> <p>Thanks for supporting Scottsdale Public Library and have a great day!</p>
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Negative	Arabian	<p>I witnessed bullying out front of your library at 12:20 pm today. Only one of approximately twenty students stood up for him. I would like to see signage "Bullying not tolerated here or anywhere" placed out front and elsewhere.</p>	<p>Aikin, Louisa (4/5/2022 2:14 PM): Spoke with the patron and thanked her for bringing this situation to our attention. I learned that the bullying took place outside of the library, in the seating area along the parking lot sidewalk.</p> <p>We talked about Community Services Rules of Conduct, which prohibits verbal abuse, intimidation, threats and harassment (the Rules of Conduct are posted inside the building). The Library Rules of Conduct is also posted. Both policies are enforced by library staff.</p>
Positive	Civic Center	<p>We (heart) Civic Center library & the childrens area.</p> <p>The scavenger hut is a hit with my 8 y.o. and the librarians are so helpful.</p> <p>Keep up the good work(smiley face).</p>	<p>Jones, Erin (4/5/2022 2:42 PM): Noted and shared with Civic Center Youth Services team.</p>
Neutral	Civic Center	<p>Can I extend my hold limit from 8? Thanks.</p>	<p>Ronnberg, Bethany (4/5/2022 9:56 AM): Email sent 10:00 on Tues. 4/5/22 - BR @ CC</p> <p>Hello (Patron),</p> <p>Thank you for your note. I see you use ebooks from our Greater Phoenix Digital Library. Unfortunately this is a consortia of 8 Valley Libraries and they limit is set for all users. We do not have a way to change your limit without changing all 150,000 other users. The hold limit is our biggest balancing act as ebooks for libraries are typically 5-10x the cost for</p>

			<p>consumers and we only get 26 checkouts before we have to buy the title again. And audiobooks are even more expensive if you can believe it! As you can guess, the holds limit is set at 8 as a way for us to manage the budget. All this is a long way around to saying the technology will not let us change your holds limit.</p> <p>Our apologies for the inconvenience and if you would like to discuss more in detail, please don't hesitate to reach out with the contact information below.</p>
Positive	Mustang	<p>Entered from a comment card at Mustang submitted on 4/3/22.</p> <p>I was in today to use a computer and print things off. Chuck was so helpful. I would not have been able to figure out how to print without his help.</p> <p>I love this library. Thank you.</p>	No response requested.